

## EDITED TASK LISTING

### CLASS: SYSTEMS SOFTWARE SPECIALIST III (TECHNICAL)

*NOTE: Each position within this classification may perform some or all of these tasks.*

Task #	Task
1.	Consult with internal/external business and technical staff to define the required systems specifications using business/user requirements, knowledge of systems software, hardware, databases, security, and/or networks, at the direction of supervisor, manager, or project manager.
2.	<b>Review peers' technical recommendations in systems design to ensure correctness using technical knowledge, documentation, and communication skills, as required by the peers' work.</b>
3.	<b>Make recommendations, both formal and informal, to peers, supervisors, managers, and users on hardware/software systems (e.g., problem resolution, patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.) to suggest alternatives that satisfy the business requirements using technical knowledge, documentation, and communication skills, as needed.</b>
4.	<b>Install and/or upgrade hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.) to provide increased capability and meet requirements using vendor-supplied tools, documentation, technical knowledge, etc., as needed.</b>
5.	<b>Test newly installed hardware/software systems (e.g., patches/fixes, firewalls, routers, switches, security devices, messaging systems, etc.) to ensure that they function correctly and meet requirements using test scenarios and test plans, vendor supplied tools, documentation, technical knowledge, etc., as needed.</b>
6.	<b>Evaluate new products to determine if they will support and enhance the department's business/technical functions and ensure they meet requirements in alignment with the strategic plan using technical knowledge, vendor documentation, product sample or trial, vendor presentations, etc., as needed.</b>
7.	Mentor staff in the use of software/hardware products, tools, and procedures to ensure that they understand the departmental standards using classroom and/or one-on-one instruction, vendor supplied materials, and documentation, as needed.

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<b>Task #</b>	<b>Task</b>
<b>8.</b>	Report the status of systems, projects, maintenance efforts, change control items, or problem resolutions to supervisors and users to ensure that they are informed using status reports, problem management systems, change management systems, time management systems, and technical knowledge, as needed.
<b>9.</b>	<b>Consult with internal/external entities regarding services provided by systems software teams, answer questions/inquiries in technical areas such as connectivity with departmental systems, data exchange, security, etc., using technical knowledge, business requirements, documentation, communication skills, as needed.</b>
<b>10.</b>	<b>Create technical project plans for stakeholders using automated project management tools, vendor requirements, history of similar projects, technical knowledge, documentation, etc., as needed.</b>
<b>11.</b>	<b>Design the most complex secure n-tier architectures (e.g., web, application, database, COTS) to support departmental business functions (e.g., providing automated resources and tools to increase efficiency) using business requirements, system requirements, system specifications, as needed.</b>
<b>12.</b>	<b>Plan security architecture for systems (e.g., network, systems, or database) in order to maintain system security, using information security best practices, automated tools, State Administrative Manual, Information Security Policy, etc., as needed per state requirements and/or the Information Security Officer.</b>
<b>13.</b>	<b>Implement the most complex secure n-tier architectural changes (e.g., web, application, database, COTS) to support departmental business functions (e.g., providing automated resources and tools to increase efficiency) using business requirements, system requirements, and system specifications, as needed.</b>
<b>14.</b>	<b>Test the most complex new database structures and database structural changes, using test case scenarios to ensure they meet business requirements, system requirements, and system specifications, as needed.</b>
<b>15.</b>	<b>Perform the most complex backup and recovery tasks to ensure system security, disaster recovery, and operational recovery, using technical knowledge, documentation, automated tools, etc., as dictated by State Administrative Manual, Service Level Agreements, Information Security Policy, etc., as needed.</b>

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<b>Task #</b>	<b>Task</b>
<b>16.</b>	<b>Conduct disaster recovery and operational recovery planning in order to ensure system security using technical knowledge, business resumption documentation, and automated tools, etc., as dictated by State Administrative Manual, Information Security Policy, as needed.</b>
<b>17.</b>	<b>Participate in disaster recovery and operational recovery planning in order to ensure system security using technical knowledge, business resumption documentation, and automated tools, etc., as dictated by State Administrative Manual, Information Security Policy, as needed.</b>
<b>18.</b>	<b>Develop the most complex plans to determine and meet future capacity needs using business requirements, technical knowledge, documentation, automated tools, trend analysis, history of similar projects, statistical and other reports, etc., as needed.</b>
<b>19.</b>	<b>Oversee peers' work projects (e.g., recovery tasks, system/network utilization reports, capacity planning efforts, database design, hardware/software installation, security, procedure development, etc.) to ensure that the work is accurate and complete and meets business requirements using communication skills, technical knowledge, reports and statistics, documentation and tools, etc., on an on-going basis, as needed.</b>
<b>20.</b>	<b>Serve as liaison with vendors to report, troubleshoot, and resolve the most complex software/hardware problems using technical knowledge, communication skills, maintenance contracts, and vendor supplied problem management systems, etc., as needed.</b>
<b>21.</b>	<b>Ensure that peers maintain current configuration of systems/network hardware, software, and documentation to meet State Administrative Manual requirements, ensure that disaster recovery and operational recovery plans are current, and facilitate future upgrades or enhancements using technical knowledge, communication skills, change management process documentation provided by peers, etc., as required.</b>
<b>22.</b>	<b>Review control agency documents, budget change proposals, security plans, feasibility study reports, and disaster recovery plans, etc., to ensure accuracy and feasibility, and to determine impact using technical knowledge, Information Technology Best Practices, documentation, and communication skills as required.</b>

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23.	Act as a technical lead to assign tasks to staff members in order to balance workload and appropriately match employees' skills to assignments using knowledge of the employees' skill sets, knowledge of the tasks to be performed, and knowledge of the total workload, as required and upon receiving a project.
24.	Train staff and users on changes to new and existing systems to properly use the software tools and understand the impact of changes to their computer environment using vendor documentation, technical knowledge, and communication skills, as needed.
25.	Meet with project leaders on matters relating to workload schedules, priorities, and resources in order to meet project schedules and requirements, using knowledge of the project plan and schedule, technical knowledge, and communication skills, at intervals determined by the project lifecycle.
26.	Review scripts developed by peers to ensure accuracy and compliance with departmental standards using technical knowledge, system/network requirements, vendor documentation, etc., as needed.
27.	Create the most complex scripts to ensure that the system/network can perform according to the requirements using technical knowledge, system/network requirements, vendor documentation, etc., as needed.
28.	Act as project manager to coordinate diverse job functions in order to deliver an integrated solution using project management skills, business requirements, communication skills, and personal knowledge, as needed.
29.	Conduct information technology research to identify new technologies and industry trends in order to recommend alternative solutions for improving departmental business processes using technical knowledge, industry documentation, business requirements, etc. on an on-going basis.
30.	Provide technical assistance in a multi-vendor environment to resolve the most complex data processing technical issues and network/systems software problems using technical knowledge, Industry Standard Best Practices, vendor documentation, communication skills, etc., as required.

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<b>Task #</b>	<b>Task</b>
<b>31.</b>	<b>Develop configuration plans for the most complex systems (e.g. operating systems, hardware, n-tier architecture, web, databases, security products, network products, etc.) in order to facilitate a seamless and smooth integration into the computing environment using technical knowledge, vendor documentation, business requirements, etc., as required.</b>
<b>32.</b>	<b>Oversee the installation of the most complex systems (e.g. operating systems, hardware, n-tier architecture, web, databases, security products, network products, etc.) in order to facilitate a seamless and smooth integration into the computing environment using technical knowledge, vendor documentation, business requirements, etc., as required.</b>